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GSA Federal Supply Service

## FSS Center for Acquisition Excellence

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# What are you waiting for?

### FSS Training Initiatives

The Federal Supply Service (FSS) considers training critical and is committed to providing users with the knowledge and tools necessary to perform best-value acquisitions.

Training our customers on how to properly and efficiently use FSS acquisition vehicles is a key component to the General Services Administration's (GSAs) acquisition excellence initiative. FSS is taking action to enhance and support the training needs of our customers.

**GSA CMLS**  
Warehouse 9 Section F  
501 W. Felix Street  
PO Box 6477  
Fort Worth TX 76115-6477

Official Business  
Penalty for Private Use \$300

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[fsstraining.gsa.gov](http://fsstraining.gsa.gov)

# Online Training

In recognition of the critical role that training plays in educating customers, FSS launched an expanded website in March 2003, to support the training needs of government acquisition professionals and industry partners, called the FSS Center for Acquisition Excellence (the "Center"). The Center currently focuses on GSA Schedules training, but has recently been expanded to be more representative of the totality of customer training needs, including training in using Governmentwide Acquisition Contracts (GWACs).

The following courses are currently offered:

- Using GSA Schedules — Customers
- Cooperative Purchasing Program
- How To Become a Contractor — GSA Schedules Program
- Basic Contracting for the GSA Schedules Program — FSS Personnel
- GSA Schedules Contract Pricing

These courses can be accessed via the Center under "Course Information and Enrollment."

The "Basic Contracting for the GSA Schedules Program—FSS Personnel" and "GSA Schedules Contract Pricing" courses are only available to FSS and Veterans Administration personnel because they contain information about the internal contracting, negotiating and pricing policies for associates who negotiate and award GSA Schedule contracts.

As a result of changes to FAR Part 8.4, all of these courses are currently being updated to reflect the new procedures in place for placing orders against Schedule contracts. An updated "*Using GSA Schedules—Customers*" course has already been completed and is now available on the Center. FSS has also posted a seminar on the Federal Acquisition Regulation (FAR) 8.4 revision to the Center. In addition, access to the "*Using GSA Schedules—Customers*" course was also expanded to include vendors, so that the FSS contractor community can educate themselves about the proper procedures for placing Schedule orders.

In addition, the Center contains numerous seminars and audio-visual presentations, including a seminar that covers the final rule on the Cooperative Purchasing Program for state and local governments for placing information technology orders against GSA Schedule 70 contracts, as well as an overview seminar on the proper use of Governmentwide Acquisition Contracts (GWACs).

Another addition to the Center is a customer agency Schedules Order Checklist on how to properly use the GSA Schedules Program. This checklist is intended as a quick, handy reference to guide acquisition personnel through the appropriate steps to consider when placing orders under Schedules contracts. The customer Schedules Order Checklist can be accessed via the Center "Library." The checklist is intended to supplement the more comprehensive GSA Owner's Manual, which provides detailed information on using the



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GSA Schedules program. The Owner's Manual is currently under revision and will be posted to the Center when complete.

A new application tool that will provide training to customers on how to develop a performance-based statement of work (SOW), is currently under development. This tool will supplement the knowledge-based training provided in the classroom course entitled "*Performance Based Service Contracting*," by giving students a chance to apply that knowledge in the actual development of a performance-based SOW.

The Center will continue to expand to meet the needs of customers with plans for adding videos, live chats, and enhanced functionality.

Another valuable training resource that will be added is a knowledge management center. This center will house a multitude of information about FSS acquisition programs and will capture the knowledge of experienced employees, so that all who access it will benefit from the shared knowledge. The initial development of the knowledge management center will include the posting of revisions to the existing "*Frequently Asked Questions*" about the GSA Schedules program.

Other features of the Center include an "Ask the Expert" option, course surveys for user feedback, a reference library, a bulletin board, and links to other acquisition and training sites. Additionally, customers who complete a course can access their transcripts and print a course completion certificate online.

The Center offers many benefits to customers in that the training is available 365 days a year, 24/7. The training is self-paced, allowing students to start and stop as their schedules permit and is offered at no cost. Courses also allow students to earn Continuing Education Units (CEUs) and Continuous Learning Points (CLPs). The Center training site can be accessed at: [fsstraining.gsa.gov](http://fsstraining.gsa.gov).

## Classroom Training

In addition to the online training available through the Center, FSS offers a classroom version of the "*Using GSA Schedules—Customers*" course that is available to all ordering activities. This classroom course is two days in length, offered free of charge, and taught by certified instructors. When requesting classroom training, the customer is responsible for providing the space.

More importantly, the course content can be tailored to meet a customer's specific needs, by having instructors place particular emphasis on one or more aspects of the course that are of particular interest to that customer.

Customers can schedule classroom training for the "*Using GSA Schedules—Customers*" course by calling (703) 605-2644 or via e-mail at: [FSS.classroomtraining@gsa.gov](mailto:FSS.classroomtraining@gsa.gov).

Alternatively, customers can register online for classroom training for this course through the Center.

In conclusion, as the training needs of our customers continue to grow and expand, so, too, will the training opportunities that GSA provides. Whether the choice is online or classroom, GSA is and will continue to provide training that meets the needs of today's acquisition professionals.

As a further expansion of our customer outreach program, classroom training is currently being developed to include all online courses.



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